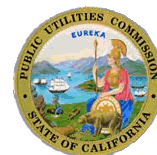


APPENDIX A



FILED

10/30/18
02:13 PM

Residential Disconnections

Month	PG&E	SCE	SDG&E	SCG
January	30580	36739	3425	8338
February	29176	29832	4001	9647
March	29310	45589	4045	12584
April	22977	32731	1537	4407
May	23964	31536	4420	9307
June	20767	29673	4133	13045
July	17195	26684	4200	10431
August	26216	40267	3824	12909
September	27868	38114	4352	11204
October	26133	55232	4057	12100
November	26914	45439	4270	8143
December	15680	15276	3329	4456
Total	296780	427112	45593	116571

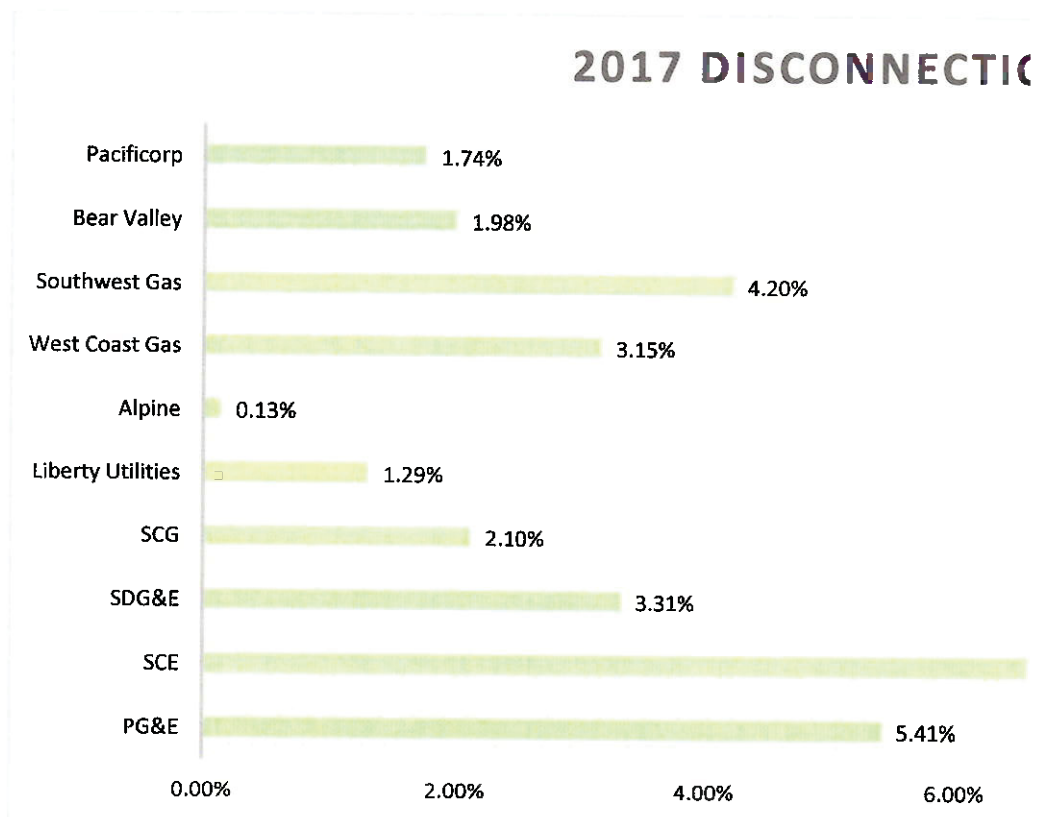
Residential accounts

Month	PG&E	SCE	SDG&E	SCG
January	5474302	4369621	1365240	5523400
February	5476461	4371302	1367256	5531617
March	5478318	4374806	1369284	5535182
April	5479556	4380009	1370567	5536999
May	5479206	4374936	1372218	5540010
June	5481257	4382060	1373842	5539454
July	5488353	4371837	1374738	5536609
August	5487989	4387093	1377254	5537726
September	5488512	4386833	1379530	5540370
October	5491217	4391636	1381687	5543571
November	5499651	4394858	1385476	5548972
December	5505852	4396191	1388056	5553737
Average	5485890	4381765	1375429	5538971

Disconnection rate

2017	PG&E	SCE	SDG&E	SCG
January	0.56%	0.84%	0.25%	0.15%
February	0.53%	0.68%	0.29%	0.17%
March	0.54%	1.04%	0.30%	0.23%
April	0.42%	0.75%	0.11%	0.08%
May	0.44%	0.72%	0.32%	0.17%

June	0.38%	0.68%	0.30%	0.24%
July	0.31%	0.61%	0.31%	0.19%
August	0.48%	0.92%	0.28%	0.23%
September	0.51%	0.87%	0.32%	0.20%
October	0.48%	1.26%	0.29%	0.22%
November	0.49%	1.03%	0.31%	0.15%
December	0.28%	0.35%	0.24%	0.08%
Total	5.41%	9.75%	3.31%	2.10%



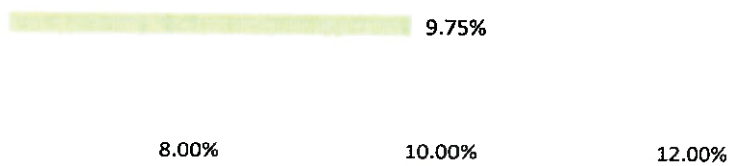
Liberty Utilities	Alpine	West Coast Gas	Southwest Gas	Bear Valley	Pacificorp
0	0	0	842	29	45
0	0	4	715	19	68
14	0	11	943	72	86
126	0	2	722	61	61
39	0	4	893	20	61
89	1	6	782	36	51
79	1	6	641	18	7
56	0	1	597	53	47
47	0	0	461	45	90
49	0	1	404	32	60
3	0	5	437	31	23
50	0	0	423	32	27
552	2	40	7860	448	626

Liberty Utilities	Alpine	West Coast Gas	Southwest Gas	Bear Valley	Pacificorp
42562	1524	1271	186433	22548	35721
42572	1527	1271	186042	22553	35700
42577	1529	1271	186674	22547	35685
42553	1514	1271	186880	22518	35693
42594	1520	1271	187064	22555	35687
42616	1519	1271	187012	22596	35673
42639	1514	1271	186885	22582	35700
42664	1529	1271	187192	22628	35711
42689	1535	1271	187367	22650	35685
42669	1532	1271	187769	22627	35703
42677	1532	1271	187645	22668	35735
42752	1537	1271	187939	22680	38755
42630	1526	1271	187075	22596	35954

Liberty Utilities	Alpine	West Coast Gas	Southwest Gas	Bear Valley	Pacificorp
0.00%	0.00%	0.00%	0.45%	0.13%	0.13%
0.00%	0.00%	0.31%	0.38%	0.08%	0.19%
0.03%	0.00%	0.87%	0.51%	0.32%	0.24%
0.30%	0.00%	0.16%	0.39%	0.27%	0.17%
0.09%	0.00%	0.31%	0.48%	0.09%	0.17%

0.21%	0.07%	0.47%	0.42%	0.16%	0.14%
0.19%	0.07%	0.47%	0.34%	0.08%	0.02%
0.13%	0.00%	0.08%	0.32%	0.23%	0.13%
0.11%	0.00%	0.00%	0.25%	0.20%	0.25%
0.11%	0.00%	0.08%	0.22%	0.14%	0.17%
0.01%	0.00%	0.39%	0.23%	0.14%	0.06%
0.12%	0.00%	0.00%	0.23%	0.14%	0.07%
1.29%	0.13%	3.15%	4.20%	1.98%	1.74%

ON RATE



(END OF APPENDIX A)

Appendix B

Rolling Methodology for the Disconnection Cap

- **Calculate the Annual Disconnection Cap:** The IOU applies its 2017 disconnection percentage to its total residential population (at the time the decision is approved by the Commission) to calculate an absolute number. That number is the annual disconnection cap.

- **Rolling Methodology.** The IOUs must remain below the annual disconnection cap number. To remain in compliance with the cap, the IOUs will use a rolling methodology based on the amount of disconnections in past 11 months. This method limits the amount of disconnections per month, depending on the amount of disconnections that have occurred in the past year.

- At, or prior to, the start of a month, the IOU will sum the amount of disconnections for the past 11 months.
- The difference between the total amount of disconnections for the past 11 months and the annual disconnection cap would be the amount of disconnections the IOU can do in the coming month.
- The process is repeated for the next month, using the most recent 11 months of disconnection data.

Example: Assuming the disconnection cap is adopted by the Commission in November 2018, the IOU will take the following steps to determine the amount of disconnection it can do in December 2018:

1. The annual disconnection cap is calculated: IOU's 2017 disconnection rate is 5.35%. The IOU's residential population at the time of the November decision is 5,510,000. The annual disconnection cap number for the IOU is 294,785. ($5,510,000 \times 5.35\%$)
2. The amount of disconnections from January 2018 through November 2018 is summed into a total: 275,000.
3. Amount of Disconnections Allowed for the IOU in December 2018 is calculated as the difference between annual disconnection cap and the sum of disconnections between January 2018 through November 2018: 19,785. ($294,785 - 275,000$)
4. To calculate the amount of disconnections for January 2019, steps 2 and 3 are repeated using disconnections from February 2018 through December 2018 (January 2018 disconnection data 'rolls' off). The new sum is compared against the annual disconnection cap (294,785 in this example).
5. If the sum of 11 months of past disconnections exceed the cap, the IOU cannot disconnect anyone for the coming month.

End of Appendix B

Appendix C

Reporting

Quarterly reporting on disconnections and arrearages

Data points in bold and Section 8 are to be completed monthly for the duration of the interim measures authorized in this decision. Sections 1-7 in total are to be provided on a quarterly basis. Each monthly report should include prior months data. Each quarterly report should include previous quarters' data until the end of the calendar year.

1.1. Section 1 - Payment arrangements and bill assistance

Number of customers requesting bill assistance					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline	Total

Number of customers with ongoing payment plans					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline	Total

Number of customers receiving payment extension of <30 days					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline	Total

Number of customers with 3 month payment arrangements					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline	Total

Number of customers with 3 month+ payment arrangements					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline	Total

61-90 days		
91-120 days		
121-150 days		
151-179 days		
180+ days		
Total outstanding receivables		

Total Dollar amount of CARE accounts in Arrears - Month

Number of Days	All Balances	% of total outstanding
31-60 days		
61-90 days		
91-120 days		
121-150 days		
151-179 days		
180+ days		
Total outstanding receivables		

Total Dollar amount of FERA accounts in Arrears - Month

Number of Days	All Balances	% of total outstanding
31-60 days		
61-90 days		
91-120 days		
121-150 days		
151-179 days		
180+ days		
Total outstanding receivables		

Total Dollar amount of Medical Baseline accounts in Arrears - Month

Number of Days	All Balances	% of total outstanding
31-60 days		
61-90 days		
91-120 days		
121-150 days		
151-179 days		
180+ days		
Total outstanding receivables		

Total Dollar amount of Residential accounts in Arrears by amount owed - Month

Amount owed	All Balances	% of total outstanding
-------------	--------------	------------------------

<\$500		
\$1000 - \$500		
\$2000-1000		
>\$2000		
Total outstanding receivables		

Total Dollar amount of non-CARE/FERA accounts in arrears by amount owed - Month

Amount owed	All Balances	% of total outstanding
<\$500		
\$1000 - \$500		
\$2000-1000		
>\$2000		
Total outstanding receivables		

Total Dollar amount of CARE accounts in arrears by amount owed - Month

Amount owed	All Balances	% of total outstanding
<\$500		
\$1000 - \$500		
\$2000-1000		
>\$2000		
Total outstanding receivables		

Total Dollar amount of FERA accounts in arrears by amount owed - Month

Amount owed	All Balances	% of total outstanding
<\$500		
\$1000 - \$500		
\$2000-1000		
>\$2000		
Total outstanding receivables		

Total Dollar amount of Medical Baseline accounts in arrears by amount owed - Month

Amount owed	All Balances	% of total outstanding
<\$500		
\$1000 - \$500		
\$2000-1000		
>\$2000		
Total outstanding receivables		

1.4. Section 4 – Disconnection/termination

Number of customers experiencing disconnection for non-payment					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline	Total

Out of those disconnected in the month please show those for whom it is their 2 nd or more disconnection that year					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline	Total

Number of customers reconnected within 24 hours					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline	Total

Number of customers reconnected within 24-48 hours					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline	Total

Number of customers reconnected within 48-72 hours					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline	Total

Number of customers reconnected within 72+ hours					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline	Total

1.5. Section 5 – Security Deposits

Number of customers with security desposits					
Month	Non	CARE	FERA	Medical	Total

	CARE/FERA			Baseline	

1.6. Section 6 – Notices

Number of customers who received an initial disconnection notice (15 day or similar)					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline	Total

Number of customers who received a secondary disconnection notice (48 hour or similar)					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline	Total

1.7. Section 7 – Basic information

Number of active customer accounts in IOU territory					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline	Total

Number of customers involuntarily returned to utility service from CCA					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline	Total

*Please list this information by CCA if possible.

- A list of zip codes within the IOU territory by disconnection rate for that quarter, descending, Excel format
- A list of zip codes within the IOU territory by total number of disconnections for that quarter, descending, Excel format (if providing this information would violate customer confidentiality, please blank the affected zip codes for submission to the service list and provide the confidential version to Energy Division)

1.8. Section 8 – Interim measures information

- Please list any instances in the last quarter in which your utility has invoked temperature related limits on disconnections.
- Please list the average amount owed of customers who were disconnected in the previous month.

Month	Total # of disconnections in previous 11 months

(End of Appendix C)